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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Dezonno

Serial No.: 09/995,027

Conf. No. 9621

Filed: November 27, 2001

For: Method And System For Routing
Transactions In An Automatic Call
Distribution System Based On Non-Voice
Dialog Agent Skill Set

Examiner: B. Q. Bui

Art Unit: 2642

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CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on this date.

September 28, 2004

Date

Eric D. Cohen

Reg. No. 38,110

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AMENDMENT "A" AND REPLY PURSUANT TO 37 C.F.R. § 1.111

MAIL STOP AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

INTRODUCTION

In reply to the Office Action mailed July 8, 2004, please amend the above-identified application as follows:

-1-

11/17/2004 JDOBBS 0000002 230920 09995027

01 FC:1201 176.00 DA

AMENDMENT TRANSMITTAL LETTER (Large Entity)

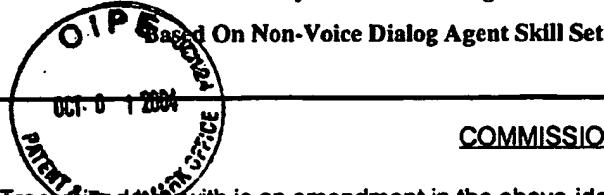
Applicant(s): Dezonno

Docket No.

93766

Application No. 09/995,027	Filing Date November 27, 2001	Examiner B. Q. Bui	Customer No. 24628	Group Art Unit 2642	Confirmation No. 9621
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Invention: Method And System For Routing Transactions In An Automatic Call Distribution System



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Transmittal herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	39 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0	x \$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. in the amount of
- A check in the amount of to cover the filing fee is enclosed.
- The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920
 - Any additional filing fees required under 37 C.F.R. 1.16.
 - Any patent application processing fees under 37 CFR 1.17.
- Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Signature

Dated: September 28, 2004

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